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Letters to the Editor

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Letters to the Editor

Improving the Quality of Ambulatory Care

Dear Dr. Nash,

I just read your editorial, "Improving the Quality of Ambulatory Care" (March 2004), and was I ever encouraged!

Last year, I collaborated with a major health insurer to design a cardiology quality incentive payment system based on outpatient measures. They liked the program so much that they have engaged me to develop similar programs for another three specialties this year. To see Jefferson University Physicians endorse an outpatient quality improvement program adds further credence to what I believe is a vitally important step in taking the system to the next level.

Randall W. Crenshaw, MD

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Dear Dr. Nash,

I read with interest your editorial about improving the quality of ambulatory care. I wanted to make you aware that the Agency for Healthcare Research and Quality is developing a series of patient survey modules for ambulatory care known as Ambulatory CAHPS® or ACAHPS. A description of the project can be found on our website at www.ahrq.gov/qual. We expect to have an instrument available within the next year.

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